

## STATE OF MAINE PUBLIC UTILITIES COMMISSION

KAREN GERAGHTY ADMINISTRATIVE DIRECTOR

DAVID P. LITTELL
COMMISSIONERS

## CAD Bulletin No. 2011-03

TO: Electric and Gas Utilities

FROM: Derek D. Davidson, Director, Consumer Assistance Division (CAD)

DATE: April 4, 2011

SUBJECT: Request for No Disconnections on Tuesday, April 19, 2011

The purpose of this bulletin is to remind utility staff of the state closure day on Tuesday, April 19, 2011 and to request that utilities voluntarily refrain from disconnecting customers on that day.

Chapter 815, section 10(E) states that the disconnection date for residential and non-residential customers stated in a disconnection notice must not be a Friday, weekend, legal holiday, the day before a legal holiday or a day when the utility's office is not open for public business. The term "legal holiday" is defined in 4 M.R.S.A. § 1051. Section 10(L)(1) prohibits the actual disconnection of customers on these same days. The legal holidays listed in 4 M.R.S.A., § 1051 do not include state closure days. Section 13(F) requires a utility to inform applicants or customers of their right to file a complaint with the CAD and of the toll-free telephone number of the CAD. If the complaint concerns a pending disconnection of service, the utility must allow the customer two business days to file a complaint before disconnecting service. Because the Commission and the CAD will be closed on the closure day listed above, we expect utilities will allow customers two days during which the Commission is open to file a complaint before disconnecting utility services.

The purpose of the disconnection prohibitions in Chapter 815 are to ensure that customers are able to contact the utility to negotiate terms of retaining and/or reconnecting service and to contact the CAD for assistance with these issues if necessary. The State closure day affects a customer's ability to contact the CAD for assistance.

The Commission appreciates your cooperation. I ask that any utility that plans to disconnect customers on Tuesday, April 19 notify me of your plans. Please contact me at 287-1596 or at <a href="mailto:Derek.d.davidson@maine.gov">Derek.d.davidson@maine.gov</a> if you have questions regarding this request.

LOCATION: 101 Second Street, Hallowell, ME 04347 MAIL: 18 State House Station, Augusta, ME 04333-0018

PHONE: (207) 287-3831 (VOICE) TTY: 1-800-437-1220 FAX: (207) 287-1039